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Citibank Dispute Form in CPCS

To print the Citibank Cardholder Dispute form in CPCS, cardholders, group administrators, and proxy approving officials should select either the Monitor Outstanding Dispute or the View Dispute from the menu options.

Highlight the disputed transaction and click on the Run Report button. The Citibank Cardholder Dispute form will appear. The cardholder must make sure that the form is complete with their name, credit card number and reason for the dispute checked.

Be sure to sign the form, attach any written documentation that substantiates the dispute, and fax it to Citibank Disputes in South Dakota at 605-357-2019.

The most important part of this process is faxing the form to Citibank in a timely manner. Users have 60 days from the date of the statement in which the dispute appears in order to be assured of receiving a credit for any unauthorized charges.

NOTE: On the Cardholder Statement of Questioned Item Screen in CPCS, there is a phone number to call if you have any questions. Please disregard this phone number. CAMS has submitted a request to have this screen updated. If you have any questions regarding a disputed transaction in CPCS, please contact your servicing CAMS Help Desk or Finance point of contact. Please so not call the Commerce Bankcard Center for CPCS related assistance.

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SmartPay Newsletter

October 2004

VISA, OMB, AGENCY MEETING

VISA hosted a meeting on October 20, 2004 in Washington, DC for Agency Program Coordinators and VISA to meet with Danny Werfel, from OBM.

This was a rare opportunity for open discussion on four main topics—training, risk management, refund management and data collection. During an OMB review, they found there was little or no consistency in training provided to cardholders. Some agencies had sophisticated online systems while others had only a manual to read. In the area of risk management, a classic complaint was that travel cardholders were not paying their bills on time. There were limited controls on misuse and limited accountability on the items the purchase cardholder was buying.

Rebates caused significant confusion. Some agencies paid early collecting millions, others paid later generating minimal rebates and still others paid late and were delinquent. There were no standards as to what was happening with the refunds and no guidance on whether the agencies could use the money.

Prior to OMB quarterly reports from agencies, there were only individual agency statistics for data collection and no benchmarking possible. Although OMB may offer some streamlining of information in the future, they anticipate that the agencies participating will be able to use the data to help when performing lessons learned.

OMB is using the data as a per-

formance matrix within the data collection of the President's Management Agenda. The information is also being used by the CFOs for performance measurements and to build a matrix on delinquencies.

Mr. Werfel mentioned additional issues that are raising concerns on how to implement such as Section 508, Creditworthiness, Fleet/Air Cards and Greening. He took questions from the floor and was asked about the creditworthiness clause. There were varied opinions on whether it was needed and how to implement on the Purchase Card platform. Several suggestions were mentioned:

- Self certification
- Use FICO scores
- Reduce number of cards
- Issue controlled value cards which restrict spending limits and Merchant Category Codes.



Section 508

Helen Chamberlain, from GSA's Center for IT - Office of Governmentwide Policy office, spoke on the 508 regulations at the

Quarterly Purchase Card Roundtable Meeting, October 6, 2004, in Crystal City, VA. The FAR rule on 508 compliance was published October 5, 2004. An extension to April 1, 2005 will be allowed in order to give agencies time to update their policies and complete training. The rule raises a lot of concern. Helen stated that first of all, "it is the law, and secondly "it is the right thing to do." Even if no disability is present, everyone must comply. The good news of course is that with technology moving as fast as it is, soon all IT, electronic and digital equipment will be manufactured compliant with the law. If a product is not commercially available, written justification would be required. Degrees of disabilities are not spelled out in the law. Helen stated that GSA cannot dictate... only give guidelines. GSA has produced a 15-minute training CD to share with agencies. They plan to incorporate the 508 training in the GSA Purchase Card on-line training sometime after the first of the year. The DOC policy office will review the training CD, implement training and incorporate it into the Commerce Acquisition Manual and provide links via web sites.

<http://www.section508.gov>

DOC's Patent & Trade Office is working on a "Section 508 Cookbook." When it is ready, it will be placed on the GSA and Commerce Bankcard Center web sites.

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<http://www.casc.noaa.gov/bankcard/bankcard.html>

